U.S.C. 362, the automatic stay has been lifted or is no longer in effect.

 $[47\ FR\ 7616,\ Feb.\ 22,\ 1982,\ as\ amended\ at\ 55\ FR\ 32378,\ Aug.\ 9,\ 1990;\ 56\ FR\ 51830,\ Oct.\ 16,\ 1991;\ 67\ FR\ 30319,\ May\ 6,\ 2002]$

§ 15.23 Telephone or internet inquiries and investigations.

- (a) If a debtor has not responded to one or more demands, the NRC shall make reasonable efforts by telephone or internet to determine the debtor's intentions.
- (b) The NRC may undertake an investigation to locate a debtor if the whereabouts of a debtor is a problem, or if a debtor cannot be contacted by telephone.
- (c) The NRC, under 15 U.S.C. 1681(f), may obtain consumer credit information from private firms, including the name, address, former addresses, place of employment, and former places of employment of a debtor.

 $[47\ FR\ 7616,\ Feb.\ 22,\ 1982,\ as\ amended\ at\ 67\ FR\ 30319,\ May\ 6,\ 2002]$

§15.25 Personal interviews.

- (a) The NRC may seek an interview with the debtor at the offices of the NRC when—
- A matter involved in the claim needs clarification;
- (2) Information is needed concerning the debtor's circumstances; or
- (3) An agreement for payment might be negotiated.
- (b) The NRC shall grant an interview with a debtor upon the debtor's request. The NRC will not reimburse a debtor's interview expenses.

 $[47\ FR\ 7616,\ Feb.\ 22,\ 1982,\ as\ amended\ at\ 55\ FR\ 32378,\ Aug.\ 9,\ 1990]$

§15.26 Reporting claims.

- (a) In addition to assessing interest, penalties, and administrative costs under §15.37, the NRC may report a debt that has been delinquent for 90 days to a consumer reporting agency if all the conditions of this paragraph are met.
 - The debtor has not—
- (i) Paid or agreed to pay the debt under a written payment plan that has been signed by the debtor and agreed to by the NRC; or

- (ii) Filed for review of the debt under §15.26 (a)(2)(iv).
- (2) The NRC has included a notification in the second written demand (see §15.21(b)) to the individual debtor stating—
- (i) That the payment of the debt is delinquent;
- (ii) That within not less than 60 days after the date of the notification, the NRC intends to disclose to a consumer reporting agency that the individual debtor is responsible for the debt;
- (iii) The specific information to be disclosed to the consumer reporting agency; and
- (iv) That the debtor has a right to a complete explanation of the debt (if that has not already been given), to dispute information in NRC records about the debt, and to request reconsideration of the debt by administrative appeal or review of the debt.
- (3) The NRC has reconsidered its initial decision on the debt when the debtor has requested a review under paragraph (a)(2)(iv) of this section.
- (4) The NRC has taken reasonable action to locate a debtor for whom the NRC does not have a current address to send the notification provided for in paragraph (a)(2) of this section.
- (b) If there is a substantial change in the condition or amount of the debt, the NRC shall—
- (1) Promptly disclose that fact(s) to each consumer reporting agency to which the original disclosure was made:
- (2) Promptly verify or correct information about a debt on request of a consumer reporting agency for verification of information disclosed by the NRC; and,
- (3) Obtain assurances from the consumer reporting agency that the agency is complying with all applicable Federal, state and local laws relating to its use of consumer credit information.
- (c) The information the NRC discloses to the consumer reporting agency is limited to— $\,$
- (1) Information necessary to establish the identity of the individual debtor, including name, address, and taxpayer identification number;
- (2) The amount, status, and history of the debt; and

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(3) The NRC activity under which the debt arose.

[55 FR 32378, Aug. 9, 1990, as amended at 67 FR 30319, May 6, 2002]

§ 15.27 Contact with debtor's employing agency.

If the debtor is employed by the Federal government or is a member of the military establishment or the Coast Guard, collection by offset must be accomplished in accordance with 5 U.S.C. 5514 and the provisions of 10 CFR part 16.

[56 FR 51830, Oct. 16, 1991]

§15.29 Suspension or revocation of li-

In non-bankruptcy cases, the NRC may suspend or revoke any license, permit, or approval which the NRC has granted to the debtor for any inexcusable, prolonged, or repeated failure of the debtor to pay a delinquent debt. Before suspending or revoking any license, permit, or approval for failure to pay a debt, the NRC shall issue to the debtor (by certified mail) an order or a demand for information as to why the license, permit, or approval should not be suspended or revoked. The NRC shall allow the debtor no more than 30 days to pay the debt in full, including applicable interest, penalties, and administrative costs of collection of the delinquent debt. The NRC may revoke the license, permit, or approval at the end of this period. If a license is revoked under authority of this part, a new application, with appropriate fees, must be made to the NRC. The NRC may not consider an application unless all previous delinquent debts of the debtor to the NRC have been paid in full. The suspension or revocation of a license, permit, or approval is also applicable to Federal programs or activities that are administered by the states on behalf of the Federal Government to the extent that they affect the Federal Government's ability to collect money or funds owed by debtors. In bankruptcy cases, before advising the debtor of NRC's intention to suspend or revoke licenses, permits, or approvals, the NRC will seek legal advice from its Office of the General Counsel concerning the impact of the Bankruptcy Code which may restrict such action.

[67 FR 30320, May 6, 2002]

§15.31 Disputed debts.

- (a) A debtor who disputes a debt shall explain why the debt is incorrect in fact or in law within 30 days from the date that the initial demand letter was mailed or hand-delivered. The debtor may support the explanation by affidavits, cancelled checks, or other relevant evidence.
- (b) If the debtor's arguments appear to have merit, the NRC may extend the interest waiver period as described in §15.37(j) pending a final determination of the existence or amount of the debt.
- (c) The NRC may investigate the facts involved in the dispute and, if it considers it necessary, arrange for a conference at which the debtor may present evidence and any arguments in support of the debtor's position.

[47 FR 76716, Feb. 22, 1982, as amended at 55 FR 32379, Aug. 9, 1990]

§ 15.32 Contracting for collection services.

The NRC may contract for collection services in order to recover delinquent debts only if the debts are not subject to the DCIA requirement to transfer debts to Treasury for debt collection services, e.g. debts that are less than 180 days delinquent. However, the NRC retains the authority to resolve disputes, compromise claims, suspend or terminate collection action, and initiate enforced collection through litigation. When appropriate, the NRC shall contract for collection services in accordance with the guidance and standards contained in 31 CFR chapter IX, parts 900-904.

[67 FR 30320, May 6, 2002]

§ 15.33 Collection by administrative offset.

- (a) Application. (1) The NRC may administratively undertake collection by centralized offset on each claim which is liquidated or certain in amount in accordance with the guidance and standards in 31 CFR Chapter IX, parts 900–904 and 5 U.S.C. 5514.
 - (2) This section does not apply to: